

68/626,600

ABSTRACT

5 An information management system for storing related documents, messages, and customer inquiries as electronic images for retrieval in a controlled and secure manner. The system is centrally maintained, and provides the capability to manage and integrate different forms of information among multiple remote
10 offices. Information is treated as transaction-related items and are linked together by transaction folders. Inbound paper-based documents are scanned, indexed and reviewed by preprocessing. Document processing from folders is conducted by assigning the item to a Trade Service Representative (TSR) based on routing
15 rules defined by the System Administrator. The TSR has a queue containing documents and inquiries for processing, providing the transaction service representative with a single point of reference to data related to a Letter of Credit, a reimbursement, a collection, and a guarantee. Document work flow can be
20 monitored for backlog and assigned work levels. Transaction folders contain the components related to particular trade services transactions. The folders include all physical input and output media associated with transactions, such as electronic messages, mail items, inquiry history records, system user
25 entered messages, and inbound facsimile messages. The system maintains an internal unique key identifier, to identify each folder and document with the image transaction ID number unique to each item when available from the image management system.